2020 Open Enrollment Help Desk Support – For Employees
Who do I contact with questions/issues?

	State of Delaware Employee Self-Service (ePay Security) Help Desk	Statewide Benefits Office (SBO) Help Desk	Agency/School IT Service Desk	Agency/School HR/Benefits Office
When Should I Contact Them?	• Difficulty resetting password in State of Delaware Employee Self-Service (DE-SSO) • Difficulty logging into State of Delaware Employee Self-Service (DE-SSO) • Experiencing technical issues with State of Delaware Employee Self-Service (DE-SSO) (i.e., system slowness, pages not displaying, etc.)	• Questions about benefit programs and offerings administered by Statewide Benefits • Questions about completing the Open Enrollment steps • Questions about completing the Spousal Coordination of Benefits Form	• Challenges with remoting into your PC or laptop • Issues with your internet browser or pop-up blocker	• Do not know your Employee ID • Notice your birth date or dependent information is incorrect in State of Delaware Employee Self-Service • Unable to enroll or make changes to your benefits • Do not have access to a computer, tablet or mobile device • Questions about school district specific benefits (as applicable)
How Do I Reach Them?	Phone: 1-866-751-7833 Email: epay_security@delaware.gov	Phone: 1-800-489-8933 Email: benefits@delaware.gov	Contact your organization's IT staff for assistance	Contact your organization's HR/Benefits Office for assistance
When Are They Available?	Monday through Friday, 8:00 am – 4:30pm	Monday through Friday, 8:00 am – 4:30pm	Assume Monday through Friday, 8:00am – 4:30pm business hours are in effect	Assume Monday through Friday, 8:00am – 4:30pm business hours are in effect

Last updated 4/2/2020